

OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION

ILLINOIS Commerce Commission  
527 E. Capitol Avenue  
Springfield, Illinois 62701

For Commission Use Only:  
Case: 04-0574

ORIGINAL

Regarding a complaint by (Person making the complaint):

Tom Smolchick

Against (Utility name):

Comcast Phone of Illinois

As to (Reason for complaint)

Comcast started charging me

Dis. on calls I have always made and are (here) not  
Long Distance calls & they will not respond to letters sent  
or can not help over the phone.  
in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

715 Preston Ln. Schaumburg, IL 60193

The service address that I am complaining about is

715 Preston Ln. Schaumburg, IL 60193

My home telephone is

(847) 524-7972

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

(847) 524-7972

(Full name of utility company) Comcast Phone of Illinois (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

?

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☐ Yes ☒ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

On APR 13, 04 Bill I started receiving. Long Distance charges I have never received before. After calling Comcast they stated the charges are ok and I should be glad I was not charged before I have had Comcast. since, 4-13-03 and have never been charged for the calls as long distance, none from AT&T or SBC. Per Comcast I owe them 389.07 now and will not talk about the charges except pay them they are ok.

Please clearly state what you want the Commission to do in this case:

Straighten Comcast they can not just start billing extra and expect people to pay. I need a phone and can not have this problem with the phone company. My phone services is \$34.45 a month. Fine Comcast and stop the underhanded billing.

Date: 8-9-04

(Month, day, year)

Complainant's Signature

*Tom Smolinski*

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

#### VERIFICATION

A notary public must witness the completion of this part of the form.

I, Tom Smolinski

first being duly sworn, say that I have read the above petition and know what it says.

The contents of this petition are true to the best of my knowledge.

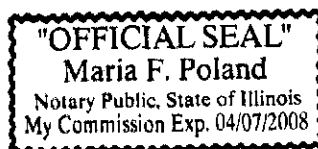
(Signature)

*Tom Smolinski*

Subscribed and sworn/affirmed to before me on (month, day, year) Sept. 10, 2004

Maria F. Poland

Notary Public, Illinois



**NOTE:** Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.